
OFFICE ASSISTANT

DEFINITION

Under general supervision, provides a variety of responsible office support activities to the Authority, including telephone and counter reception, word processing, data entry and organization, record keeping, document preparation, and filing; provides information and assistance to the general public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Human Resources Officer. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a journey-level office support classification. Incumbents at this level are capable of performing the full range of clerical and office support duties, including document preparation, record keeping, researching, compiling, and organizing information from various sources, screening phone calls, visitors, and mail, and directing questions to the appropriate staff. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the Authority.

EXAMPLES OF TYPICAL JOB FUNCTIONS *(Illustrative Only)*

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the typical job functions.

- Screens calls, visitors, and incoming mail; assists public at front counter and directs public to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; directs callers to appropriate Authority staff as necessary.
- Performs a wide variety of office administrative duties to support Authority operations, including filing, preparing mailings, creating documents, and ordering and maintaining office and other related supplies.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in Authority files.
- Composes, types, formats, and proofreads a variety of documents; checks drafts for punctuation, spelling, and grammar.
- Receives, opens, time stamps, sorts, and distributes incoming mail; prepares and distributes outgoing mail.

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- Compiles information and data for reports and special projects; assists in assembling reports, manuals, articles, announcements, and other informational materials.
- Maintains and updates record systems; creates filing protocols; enters, updates, and files information; retrieves information from computer application systems as required.
- Develops and maintains filing, recording, and reporting system for Authority pictures documenting wildlife, as well as trespassing violations; downloads pictures and notifies appropriate staff for follow-up.
- Maintains calendars and makes meeting arrangements; schedules meetings; arranges for necessary set-up and materials to be available at meetings, including audiovisual equipment.
- Gathers, assembles, updates, and distributes a variety of Authority information, forms, records, and data as requested.
- Monitors and orders office and other related supplies; assists in preparing, processing, and tracking purchase requisitions for services and materials; troubleshoots office equipment issues and/or makes calls for service.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern office practices, methods, and computer equipment and applications, including word processing and spreadsheet applications.
- Principles and practices of excellent customer service.
- Business letter writing and the standard format for reports and correspondence.
- Record keeping principles and procedures.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff.

Ability to:

- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Learn, interpret, and apply administrative and Authority policies and procedures.
- Compose correspondence independently or from brief instructions.
- Perform responsible clerical support work with accuracy, speed, and minimal supervision.
- Learn and understand the organization and operation of the Authority as necessary to assume assigned responsibilities.
- Organize, maintain, and update office filing systems.
- File materials alphabetically, chronologically, and numerically.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Operate modern office equipment, including computer equipment and word processing and spreadsheet application programs.
- Organize own work, set priorities, and meet critical time deadlines
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

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- Demonstrate sensitivity to and understanding of the diverse socioeconomic, cultural, physical and cognitive ability, and ethnic backgrounds of individuals encountered in the execution of Authority services and mission.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth grade and three (3) years of responsible general office clerical experience, including public contact and use of word processing and spreadsheet application programs.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives on sensitive matters and in interpreting and enforcing Authority policies and procedures.

EFFECTIVE: April 2014
REVISED: September 2021
FLSA: Non-Exempt
FORM 700: No